

800 GRIEVANCES AND APPEALS

800.01 GRIEVANCES AND APPEAL OF DE-CERTIFICATION

- A. **PURPOSE:** To establish guidelines for use by Ombudsman Representatives to appeal de-certification.
- B. **POLICY:** Ombudsman Representatives who have been recommended for de-certification have the right to appeal.
- C. **PROCEDURE:**
- 1) Ombudsman representative shall be given a written notice of intent to de-certify that shall include the reasons for decertification.
 - 2) Upon receiving the notice of intent to de-certify, the ombudsman Representative may (shall);
 - a) Appeal the decision, in writing to the AAA regional ombudsman and/or AAA director.
 - b) If the appeal is denied, the representative may then appeal to the SLTCO.
 - 3) The appeal shall be written and submitted within fifteen (15) days of receiving the notice to appeal, or within _____ days following the decision of the AAA.
 - 4) Within seven (7) working days of receiving the request for appeal, the SLTCO shall arrange a meeting with the local ombudsman coordinator to (further) discuss and attempt to resolve the issue.
 - 5) The SLTCO shall render a decision and inform the ombudsman representative of that decision, in writing, within _____ days.

(Here, another step can be included to appeal to the PA at DES, or request an Administrative Review per R6-8-105 or the appeal process. The process can also be ended with the decision rendered in #5.)